T092TT"46ZT6660

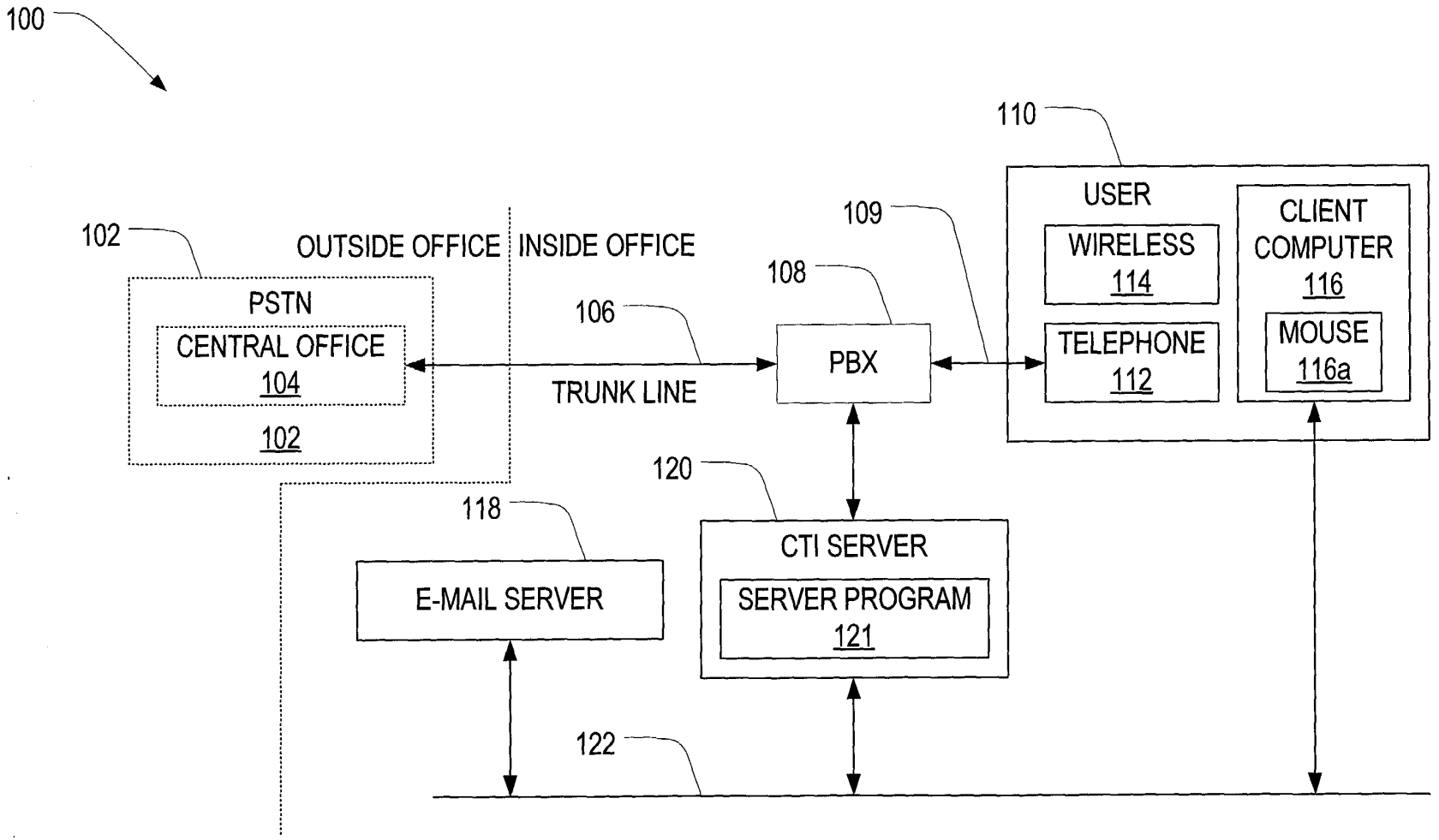

Fig. 1

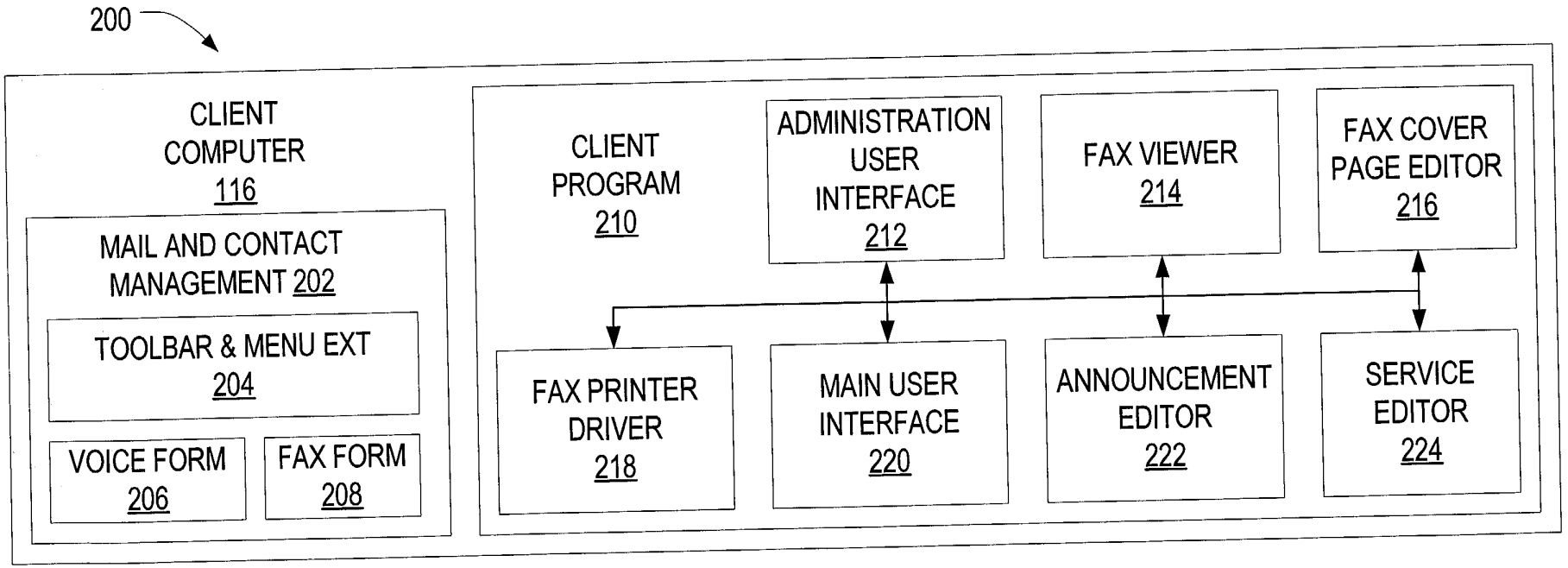
200
CLIENT COMPUTER 116
MAIL AND CONTACT MANAGEMENT 202
TOOLBAR & MENU EXT 204
VOICE FORM 206
FAX FORM 208
CLIENT PROGRAM 210
ADMINISTRATION USER INTERFACE 212
FAX VIEWER 214
FAX COVER PAGE EDITOR 216
FAX PRINTER DRIVER 218
MAIN USER INTERFACE 220
ANNOUNCEMENT EDITOR 222
SERVICE EDITOR 224

Fig. 2a

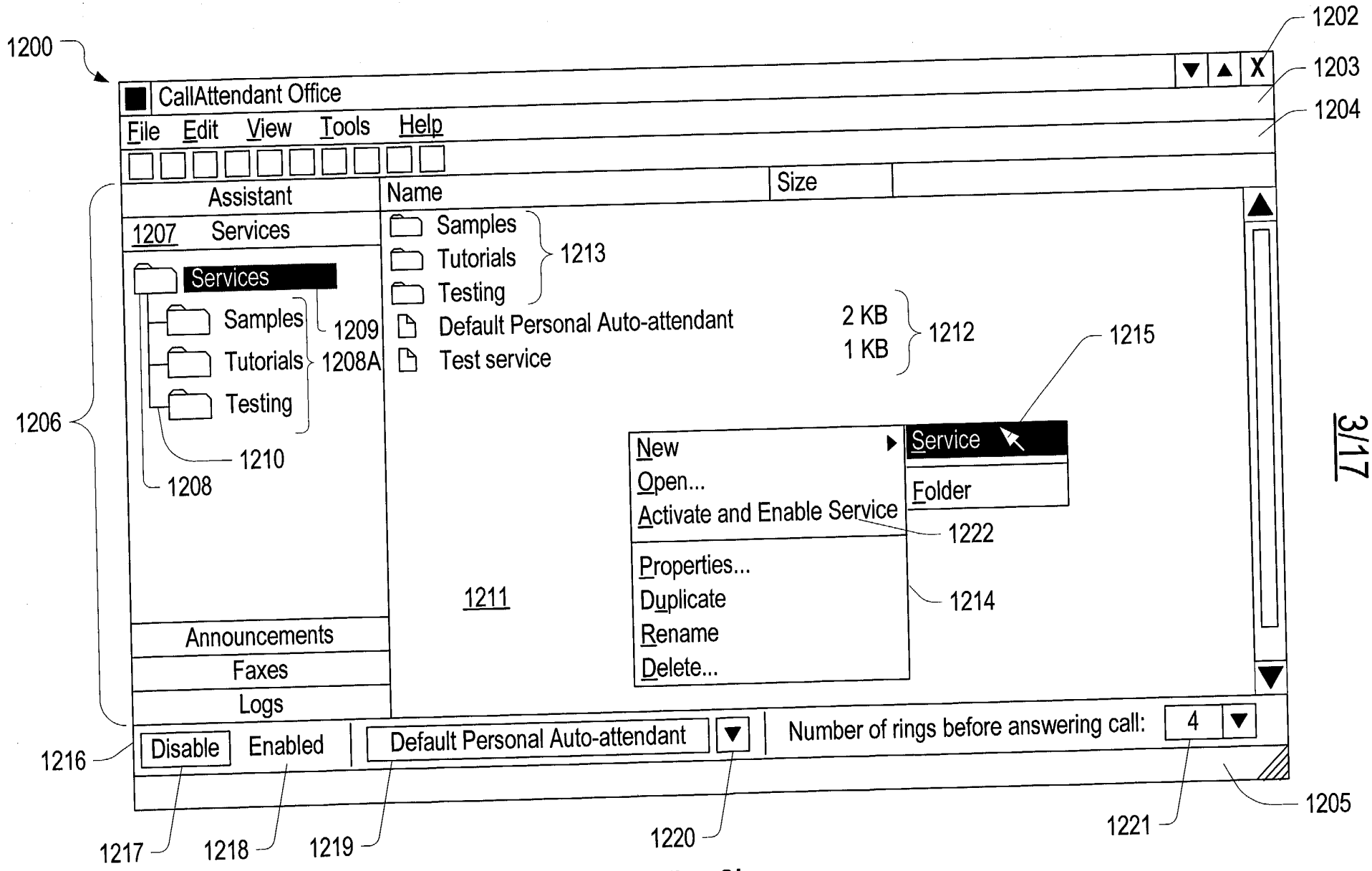
1200
1202
1203
1204
CallAttendant Office
File Edit View Tools Help
Assistant
1207 Services
Services
Samples
Tutorials
Testing
1209
1208A
1210
1208
1206
Name
Size
Samples
Tutorials
Testing
1213
Default Personal Auto-attendant
Test service
2 KB
1 KB
1212
1215
New
Open...
Activate and Enable Service
Properties...
Duplicate
Rename
Delete...
Service
Folder
1222
1214
1211
Announcements
Faxes
Logs
Disable
Enabled
Default Personal Auto-attendant
Number of rings before answering call:
4
1216
1217
1218
1219
1220
1221
1205

Fig. 2b

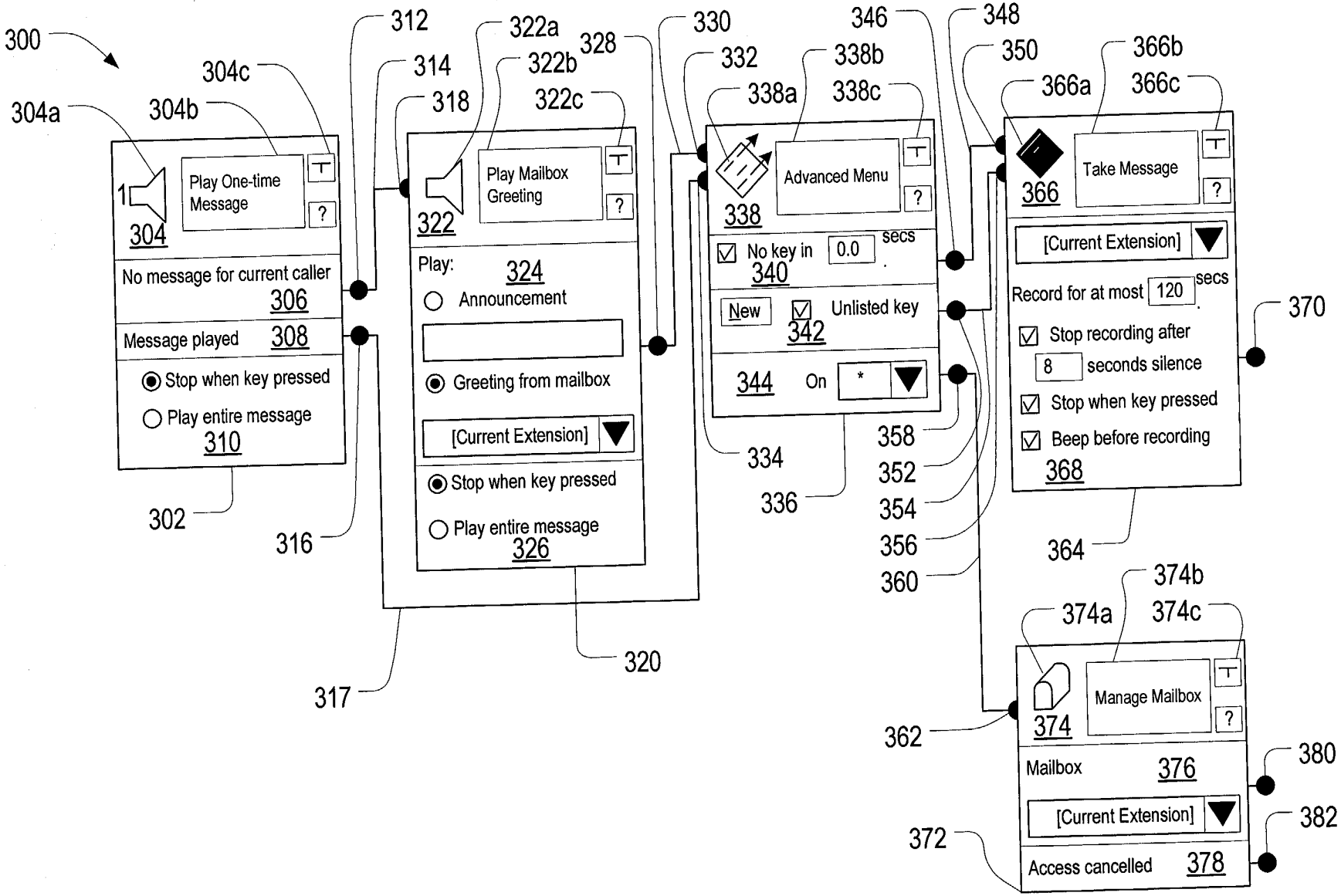
300
304a
304b
304c
304
Play One-time Message
No message for current caller
306
Message played
308
Stop when key pressed
Play entire message
310
302
312
314
316
317
318
322a
322b
322c
322
Play Mailbox Greeting
Play:
324
Announcement
Greeting from mailbox
[Current Extension]
Stop when key pressed
Play entire message
326
320
328
330
332
334
336
338a
338b
338c
338
Advanced Menu
No key in
0.0
secs
340
New
Unlisted key
342
344
On
*
346
348
350
358
352
354
356
360
362
366a
366b
366c
366
Take Message
[Current Extension]
Record for at most
120
secs
Stop recording after
8
seconds silence
Stop when key pressed
Beep before recording
368
370
364
374a
374b
374c
374
Manage Mailbox
Mailbox
376
[Current Extension]
Access cancelled
378
372
380
382

Fig. 3

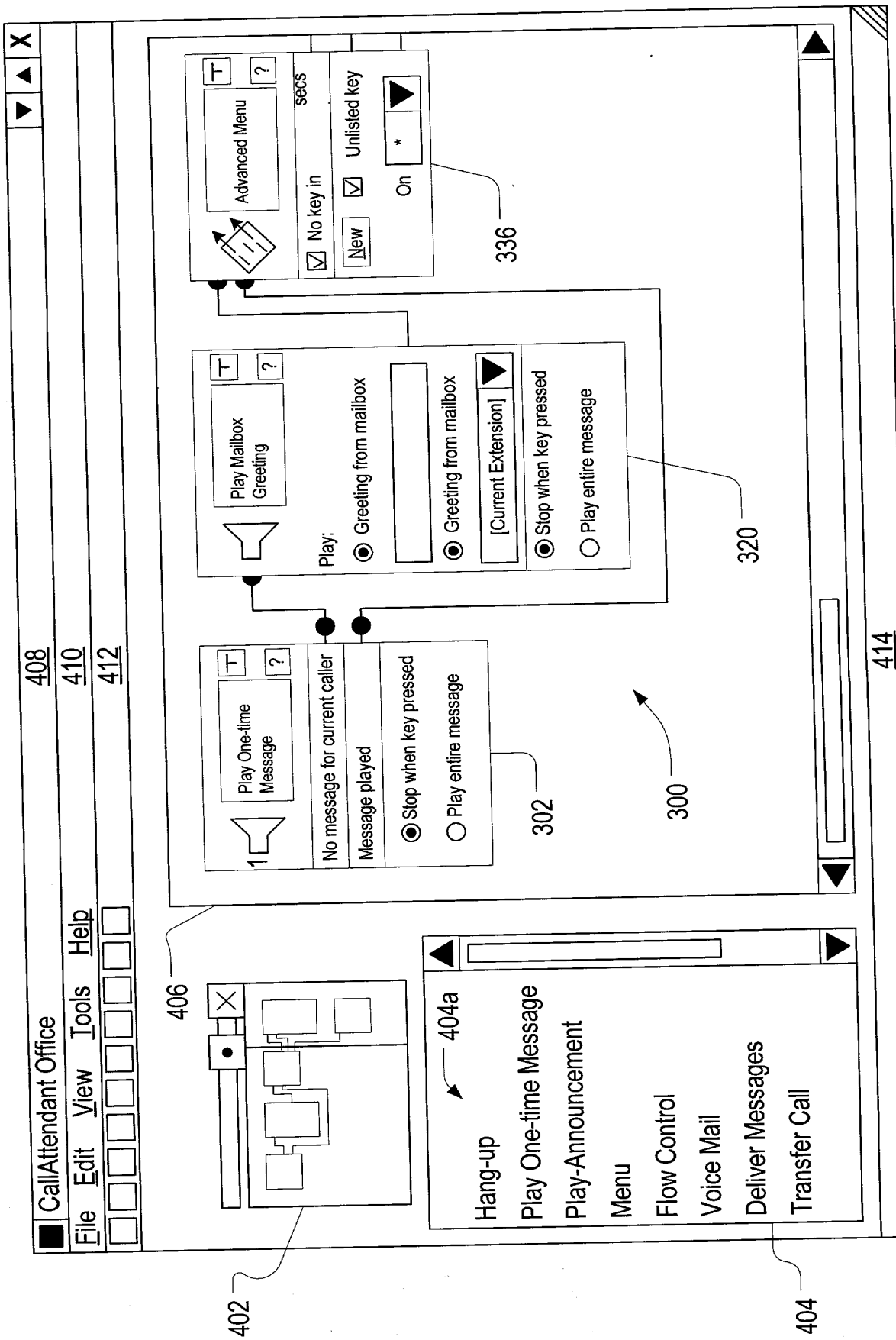
CallAttendant Office
File Edit View Tools Help
408
410
412
414
406
402
404
404a
400
Hang-up
Play One-time Message
Play-Announcement
Menu
Flow Control
Voice Mail
Deliver Messages
Transfer Call
Play One-time Message
No message for current caller
Message played
Stop when key pressed
Play entire message
302
300
Play Mailbox Greeting
Play:
Greeting from mailbox
Greeting from mailbox
[Current Extension]
Stop when key pressed
Play entire message
320
Advanced Menu
No key in
secs
New
Unlisted key
On
*
336

Fig. 4

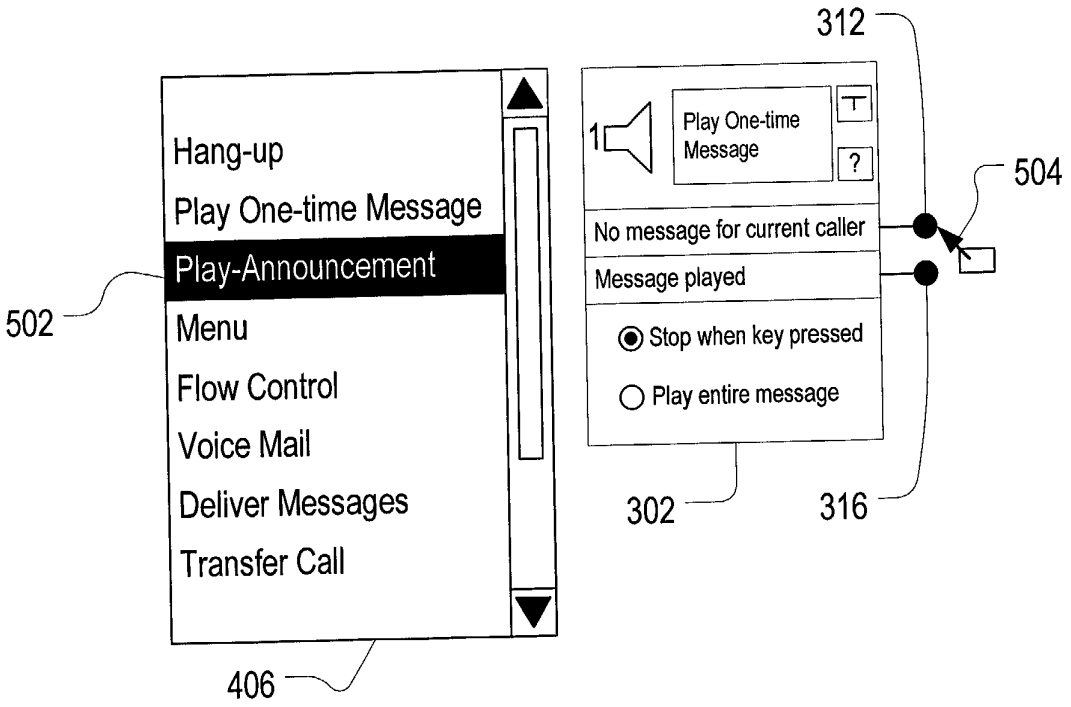
312
Hang-up
Play One-time Message
Play-Announcement
Menu
Flow Control
Voice Mail
Deliver Messages
Transfer Call
502
406
Play One-time Message
No message for current caller
Message played
Stop when key pressed
Play entire message
504
302
316

Fig. 5a

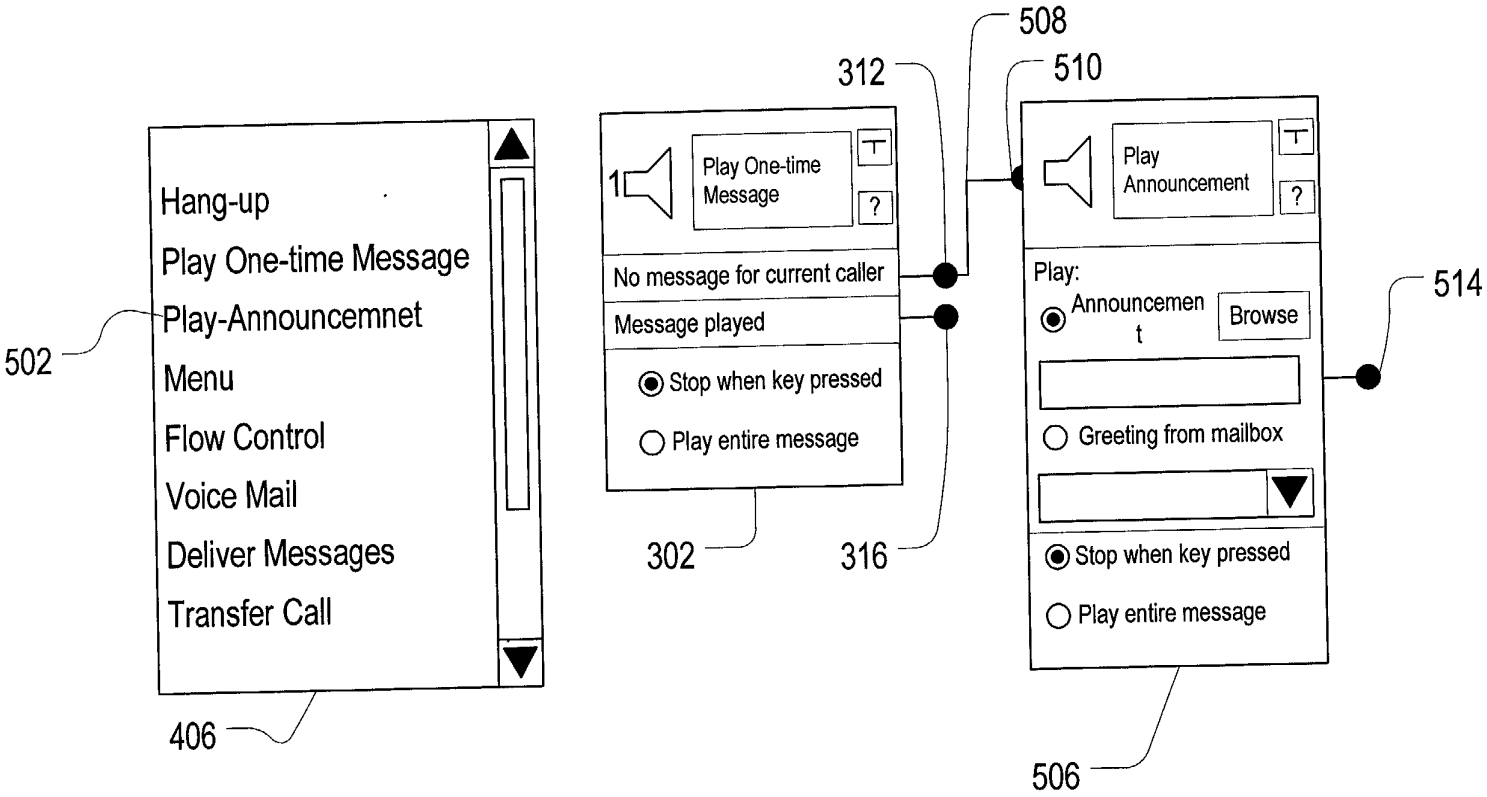
Hang-up
Play One-time Message
Play-Announcemnet
Menu
Flow Control
Voice Mail
Deliver Messages
Transfer Call
502
406
Play One-time Message
No message for current caller
Message played
Stop when key pressed
Play entire message
302
312
316
508
510
Play Announcement
Play:
Announcemen t
Browse
Greeting from mailbox
Stop when key pressed
Play entire message
506
514

Fig. 5b

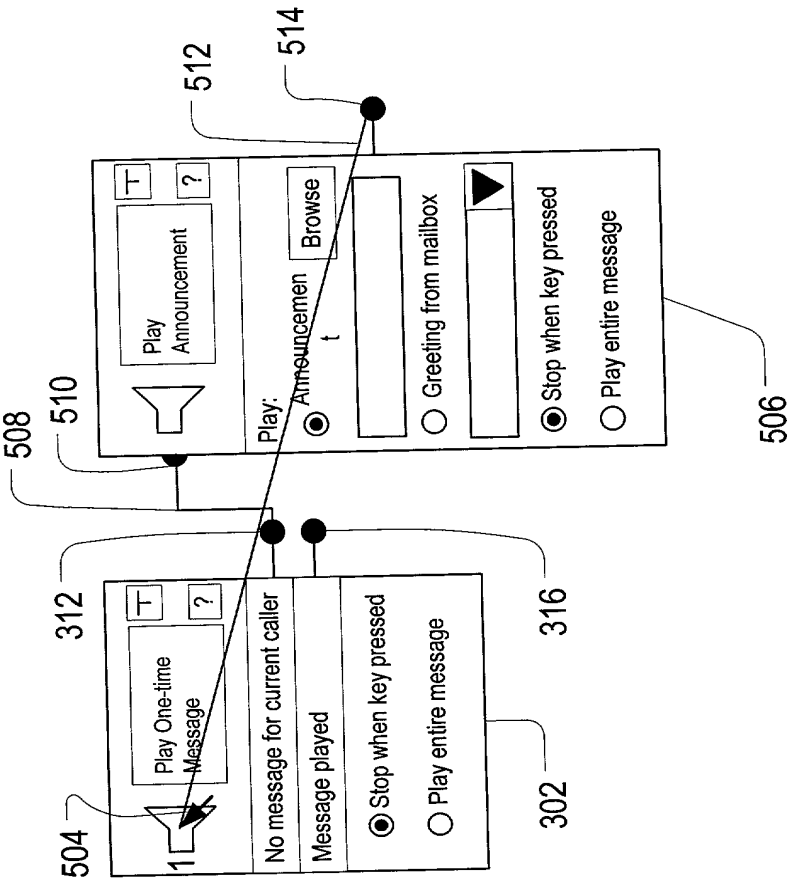
504
312
508
510
512
514
316
302
506
Play One-time Message
No message for current caller
Message played
Stop when key pressed
Play entire message
Play Announcement
Play:
Announcemen t
Browse
Greeting from mailbox
Stop when key pressed
Play entire message

Fig. 5c

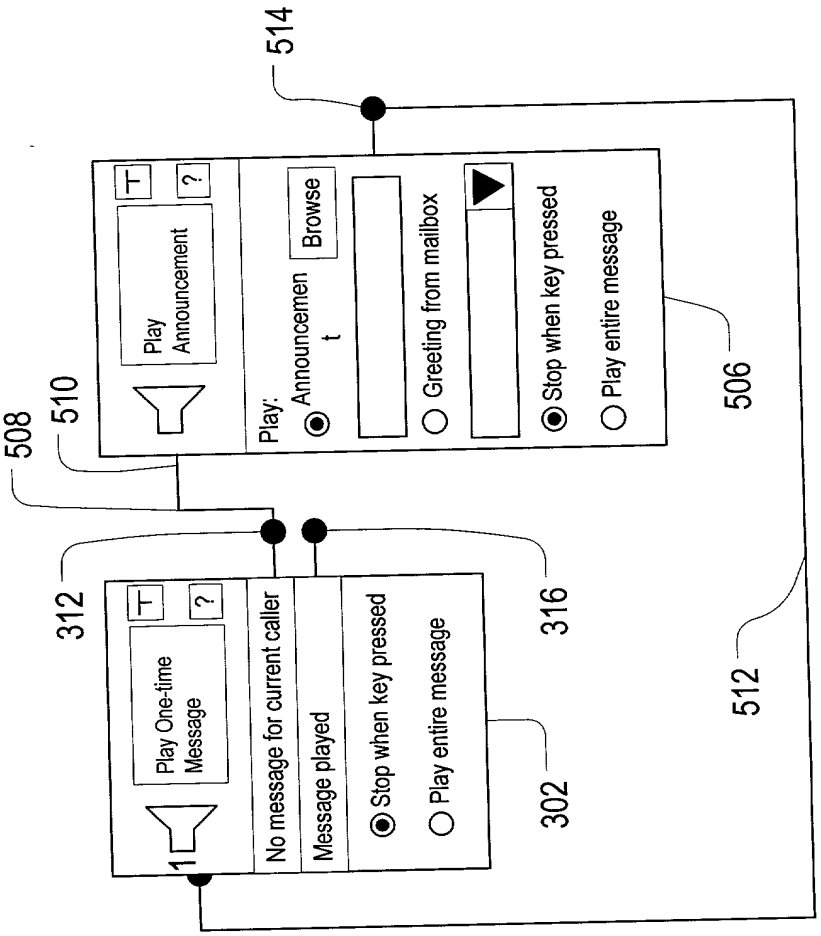
514
508
510
312
316
512
506
302
Play One-time Message
No message for current caller
Message played
Stop when key pressed
Play entire message
Play Announcement
Play:
Announcemen t
Browse
Greeting from mailbox
Stop when key pressed
Play entire message

Fig. 5d

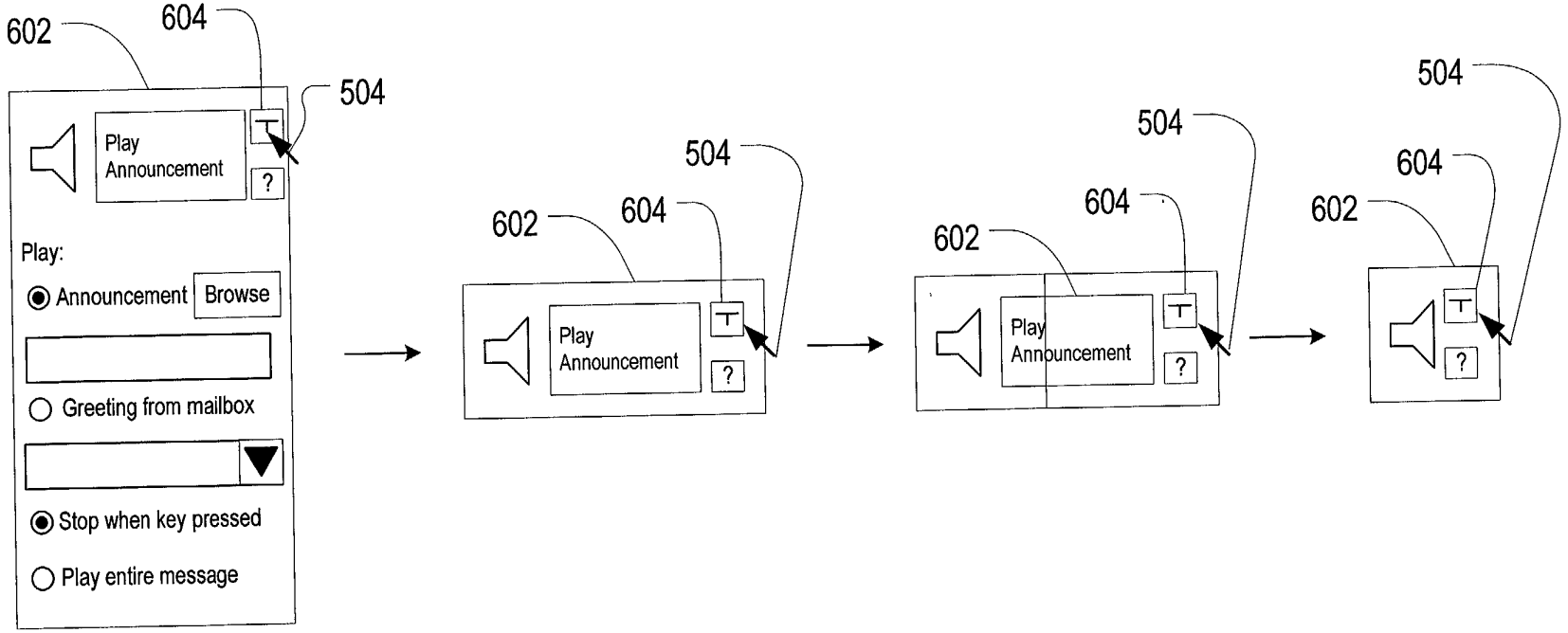
602
604
504
Play Announcement
?
Play:
Announcement
Browse
Greeting from mailbox
Stop when key pressed
Play entire message

Fig. 6

T092TT"h67T6660

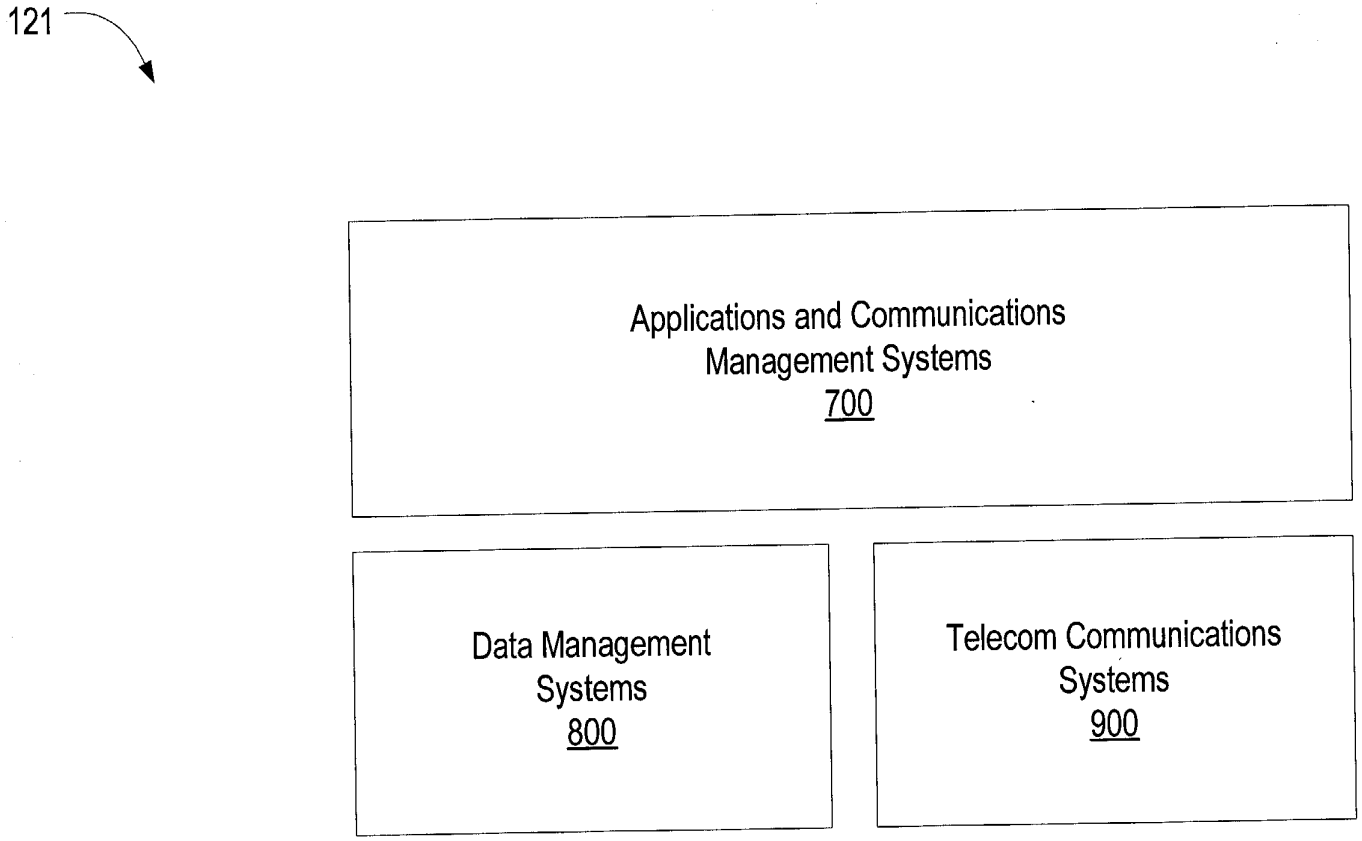

Fig. 7a

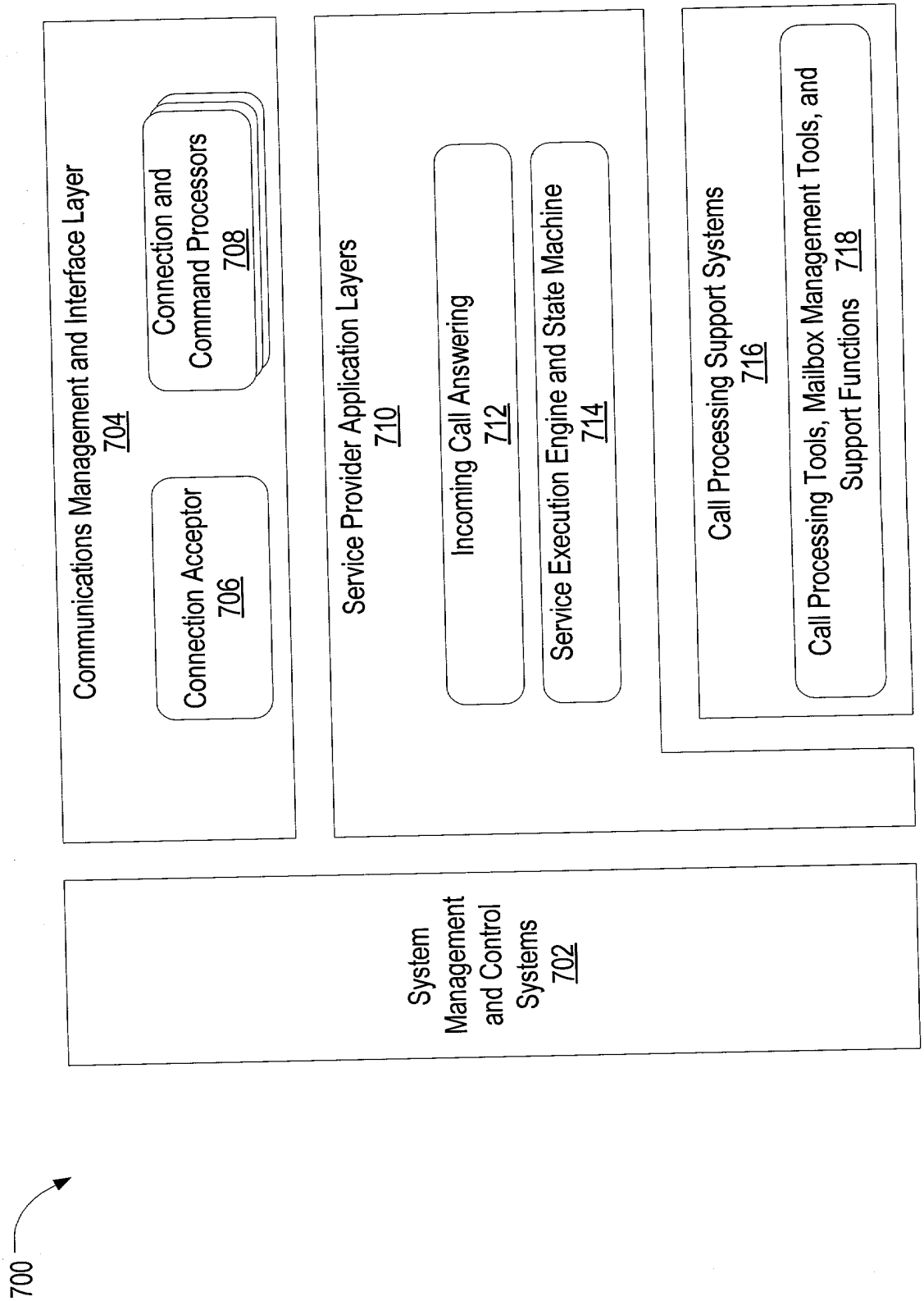
700
System Management and Control Systems 702
Communications Management and Interface Layer 704
Connection Acceptor 706
Connection and Command Processors 708
Service Provider Application Layers 710
Incoming Call Answering 712
Service Execution Engine and State Machine 714
Call Processing Support Systems 716
Call Processing Tools, Mailbox Management Tools, and Support Functions 718

Fig. 7b

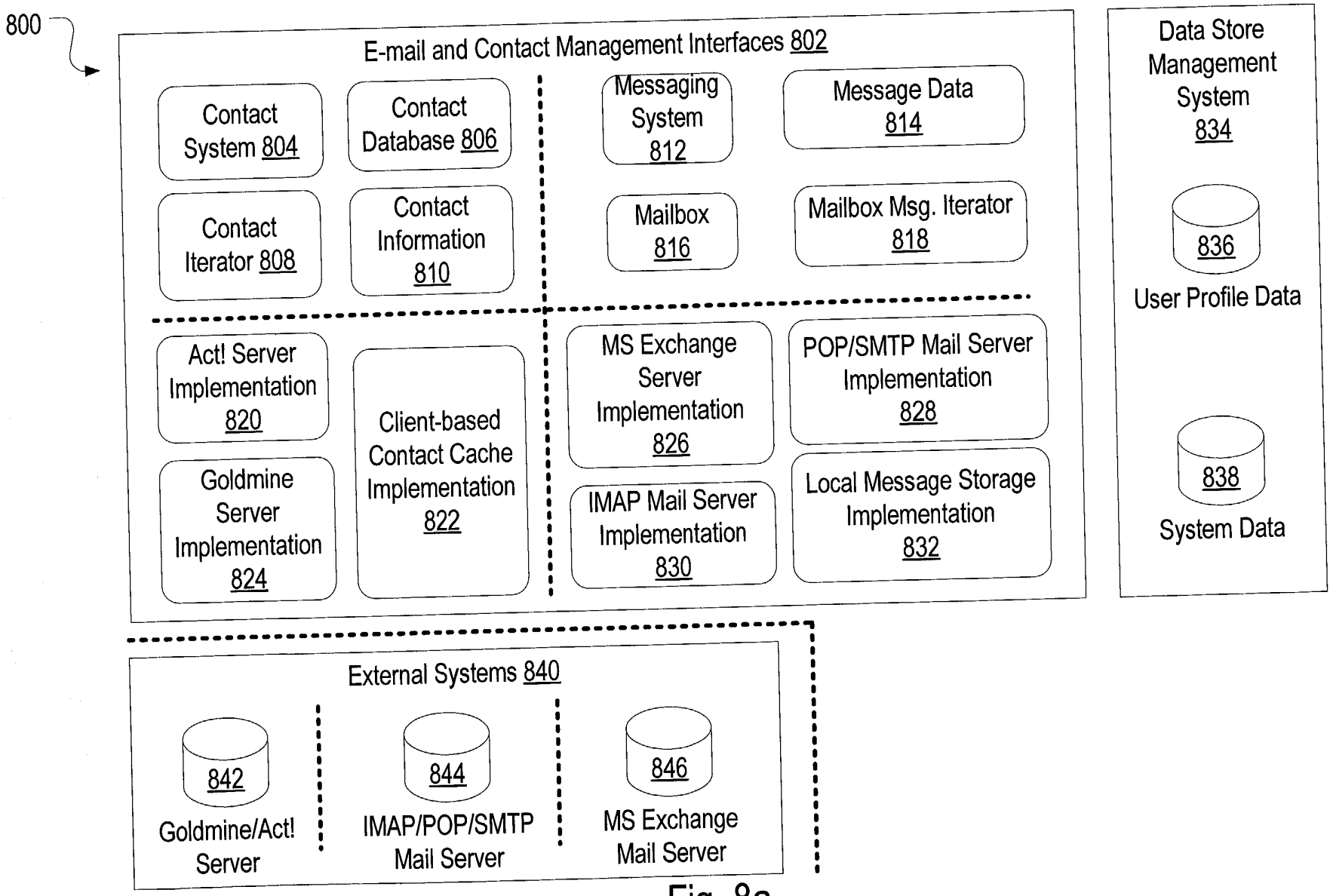
800
E-mail and Contact Management Interfaces 802
Contact System 804
Contact Database 806
Contact Iterator 808
Contact Information 810
Messaging System 812
Message Data 814
Mailbox 816
Mailbox Msg. Iterator 818
Act! Server Implementation 820
Client-based Contact Cache Implementation 822
Goldmine Server Implementation 824
MS Exchange Server Implementation 826
POP/SMTP Mail Server Implementation 828
IMAP Mail Server Implementation 830
Local Message Storage Implementation 832
Data Store Management System 834
836
User Profile Data
838
System Data
External Systems 840
842
Goldmine/Act! Server
844
IMAP/POP/SMTP Mail Server
846
MS Exchange Mail Server

Fig. 8a

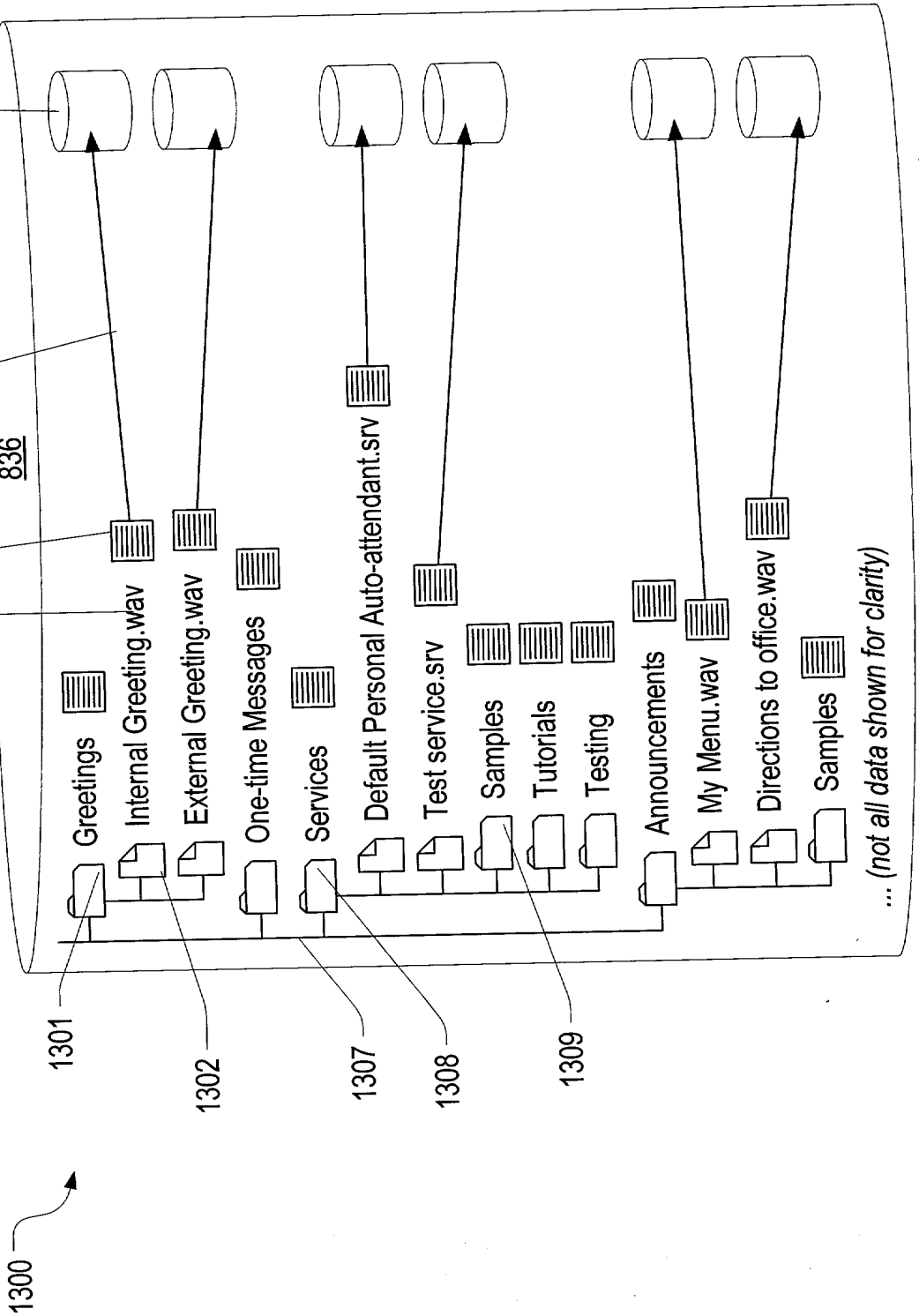
1300
1301
1302
1303
1304
836
1305
1306
1307
1308
1309
Greetings
Internal Greeting.wav
External Greeting.wav
One-time Messages
Services
Default Personal Auto-attendant.srv
Test service.srv
Samples
Tutorials
Testing
Announcements
My Menu.wav
Directions to office.wav
Samples
... (not all data shown for clarity)
User Profile Data (as represented by server object model)

Fig. 8b

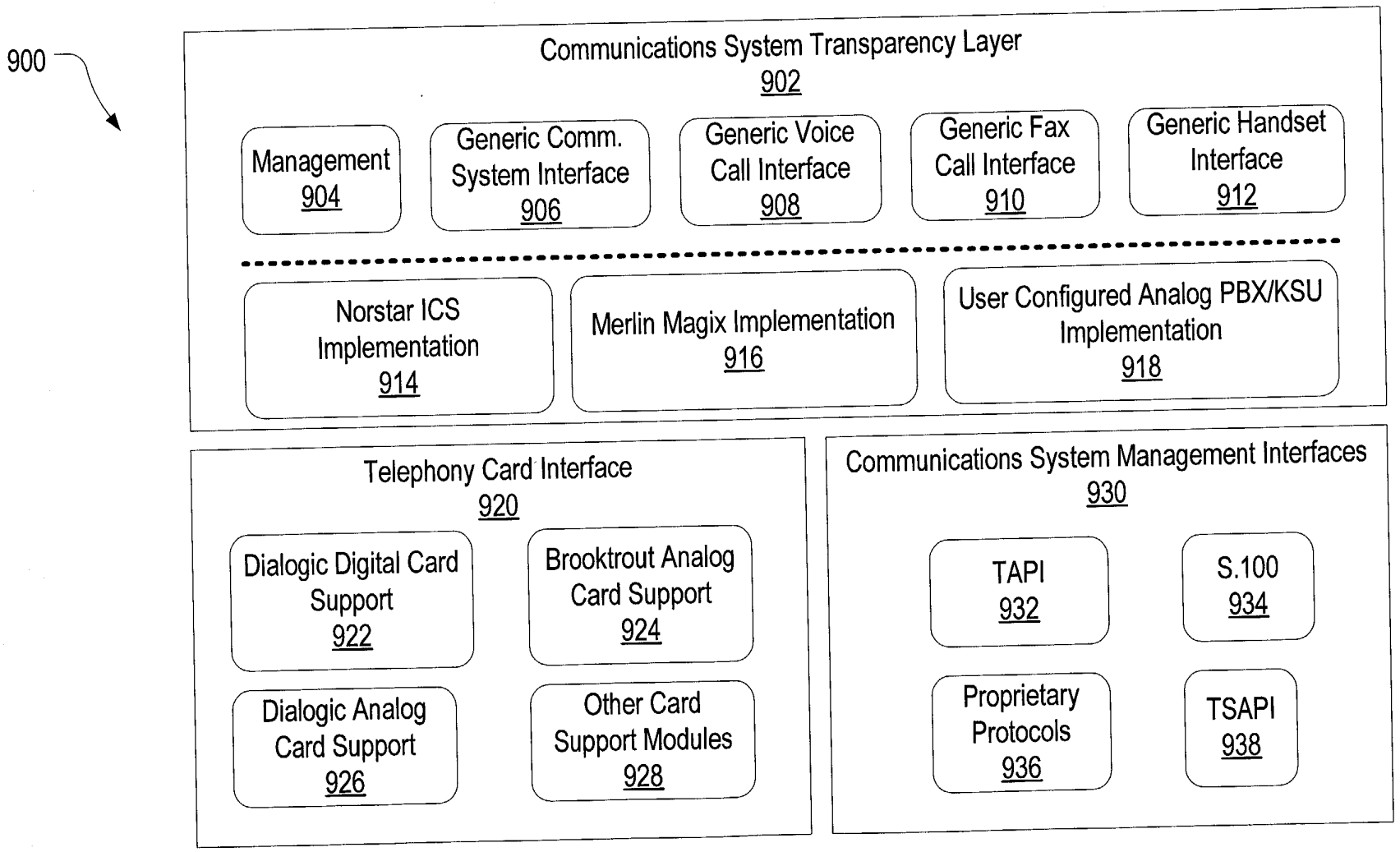
900
Communications System Transparency Layer
902
Management
904
Generic Comm. System Interface
906
Generic Voice Call Interface
908
Generic Fax Call Interface
910
Generic Handset Interface
912
Norstar ICS Implementation
914
Merlin Magix Implementation
916
User Configured Analog PBX/KSU Implementation
918
Telephony Card Interface
920
Dialogic Digital Card Support
922
Brooktrout Analog Card Support
924
Dialogic Analog Card Support
926
Other Card Support Modules
928
Communications System Management Interfaces
930
TAPI
932
S.100
934
Proprietary Protocols
936
TSAPI
938

Fig. 9

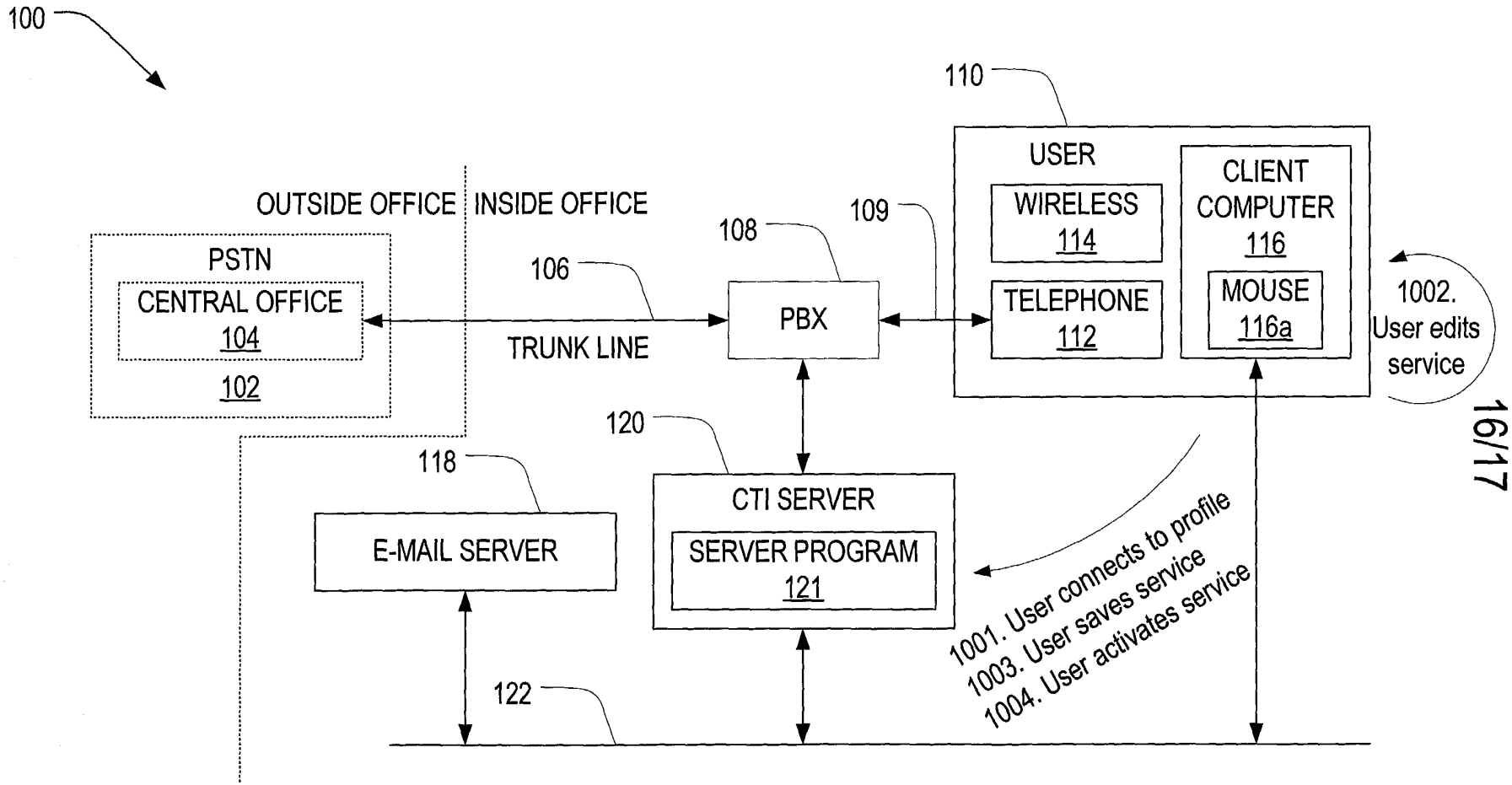
100
110
USER
WIRELESS
114
CLIENT
COMPUTER
116
MOUSE
116a
TELEPHONE
112
1002.
User edits
service
OUTSIDE OFFICE
INSIDE OFFICE
PSTN
CENTRAL OFFICE
104
102
106
TRUNK LINE
108
PBX
109
120
CTI SERVER
SERVER PROGRAM
121
118
E-MAIL SERVER
122
1001. User connects to profile
1003. User saves service
1004. User activates service

Fig. 10

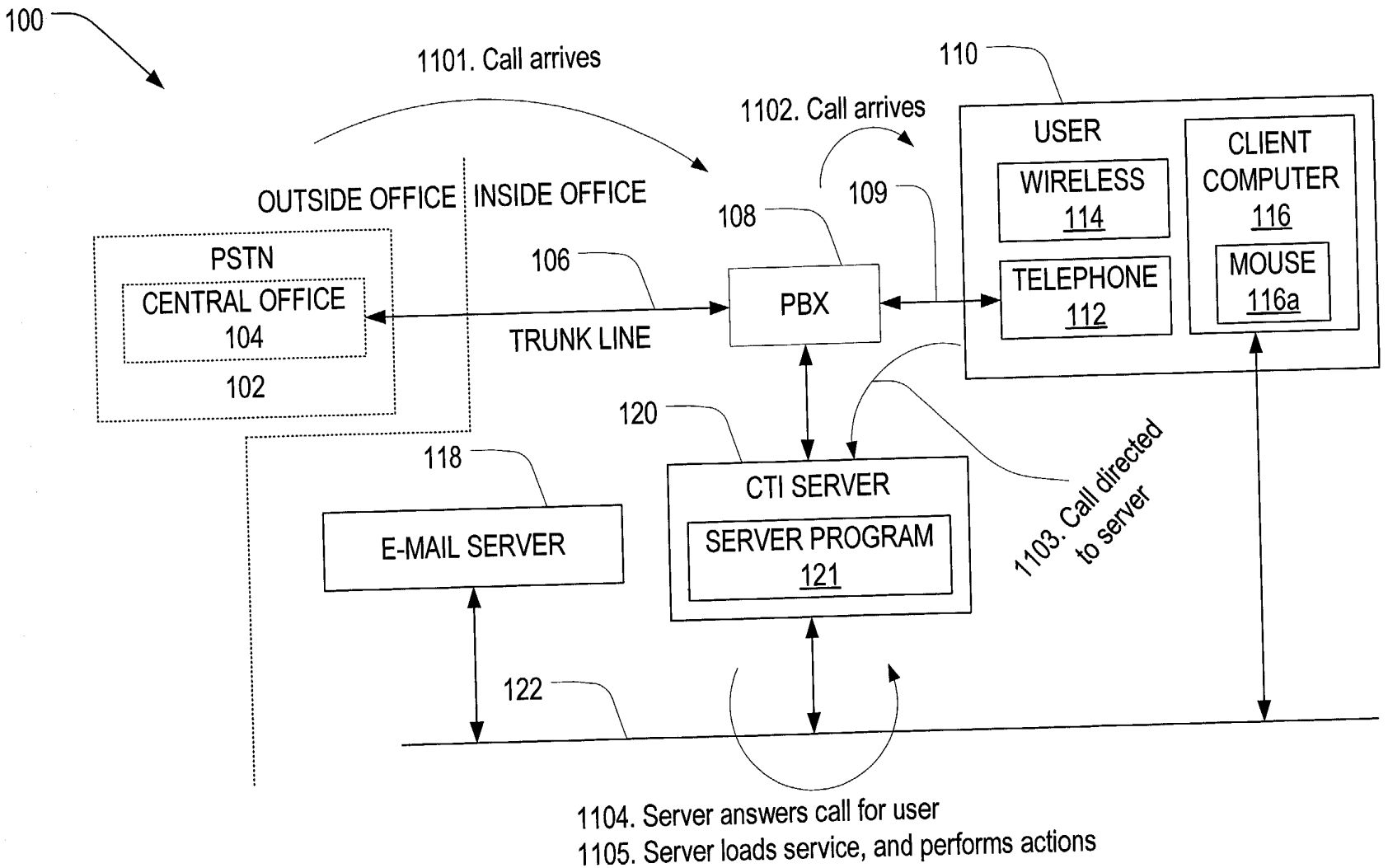
100
1101. Call arrives
1102. Call arrives
110
USER
WIRELESS
114
CLIENT
COMPUTER
116
MOUSE
116a
TELEPHONE
112
OUTSIDE OFFICE
INSIDE OFFICE
108
109
PSTN
CENTRAL OFFICE
104
102
106
TRUNK LINE
PBX
120
118
CTI SERVER
SERVER PROGRAM
121
E-MAIL SERVER
1103. Call directed to server
122
1104. Server answers call for user
1105. Server loads service, and performs actions

Fig. 11